

Terminal 5 Departures



Preparing to Travel

Travel advice for anxious passengers



Heathrow
Making every journey better



This guide is aimed at anyone who might feel a bit anxious about travelling through Heathrow. Heathrow is a large, busy airport and the journey through the airport can seem complex especially if you don't know what to expect or what is expected of you.

Plenty of help is at hand, you just need to know where to find it. Over the years we've had a lot of experience in assisting anxious travellers and we hope that this guide will enable you to prepare for your forthcoming trip to Heathrow and be confident in the knowledge that Heathrow might be big, but we're not scary.

We understand that everyone is different and if after reading this guide you still have concerns about your **departures journey** through Heathrow, or if you just need more information, then please don't hesitate to contact us.

Sections

- About this guide
- Finding your way around Terminal 5
- Sensory awareness – What you can expect
- Information – Asking for help at the airport
- Step-by-step journey planner – Departures
- Preparing for
 - Check-in
 - Pre-Security Preparation
 - Ticket Presentation
 - Security Search
 - Departure Lounge and Facilities
 - Flight Information
 - Finding your Departure Gate
 - Boarding the Aircraft
- Additional sources of information
- Preparation checklist

Finding your way around Terminal 5

Finding your way around Terminal 5

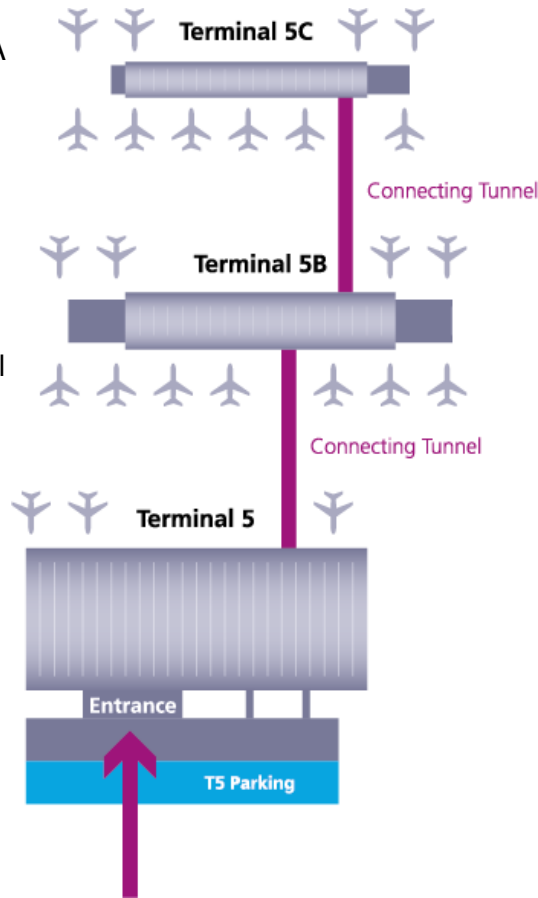
Finding your way around Terminal 5

Terminal 5 is made up of 3 buildings: the main terminal building, known as Terminal 5A and two smaller satellite buildings, Terminal 5B and C. The three buildings are connected via a tunnel and you can either walk or use the Transit Train to travel between them.

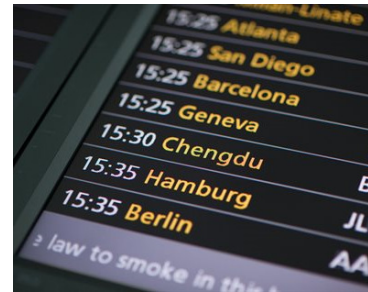
However you travel to Terminal 5 (by bus, train, underground or car) you will be dropped off outside the main terminal building. This is the starting point for all passengers departing from Terminal 5.

Inside the main terminal building you will find airline desks, check-in, security and most of our shops, restaurants and facilities.

Visit www.heathrow.com to view and download maps of Terminal 5.



Information



Check with your airline how far in advance you can check in. Because Heathrow is so busy it's not possible to tell you which part of Terminal 5 that your flight will depart from until nearer your departure time. Digital information screens, located throughout the terminal, will provide you with this information and will tell you when it's time to go to your gate

Visual Symbols

Visual symbols, like this picture of a transit train, can be seen on signs throughout the terminal, as well as within this guide.



Here are some of the icons that you may see on our signage. The information within this guide will tell you what you can expect at each stage of your Departures journey.



To work out which zone to check in at, look at our information screens and find your flight.



Download 'Heathrow Airport Guide' from your app store to start to plan your journey before you arrive at Heathrow



What you can expect

A busy airport can be a very hostile environment if you have a sensory processing disorder. There are lots of reflective surfaces, bright lights, alarms, crowd congestion and lots of unfamiliar tastes and smells.

We cannot offer a sensory friendly environment but we can tell you what you can expect and help you to come up with a plan.



Sight

Reflective surfaces, different coloured lights, digital screens

Things that might be helpful:

Sun glasses



Taste and Smell

Gasoline, air fresheners, perfumes, materials, food smells, cleaning products

Things that might be helpful:

Scented handkerchief



Touch

Varying temperature, crowded areas, unfamiliar surfaces

Things that might be helpful:

Sensory toys, multi-layer clothing



Hearing

Tannoys, vehicle noise, alarms, crowd conversation, strange acoustics

Things that might be helpful:

Music, headphones, ear defenders.



Balance

Escalators, transit train, trolleys, travelators

Things that might be helpful:

Use lifts. If you feel dizzy or faint please request a wheelchair or assistance



Body awareness

Escalators, congested areas

Things that might be helpful:

Try to avoid the crowds by getting off the plane last, using the walkways or waiting for the next train. Use lifts.

Things that might be useful:

Sunglasses

Sensory toys

Weighted back pack

Soft play area

Headphones or ear defenders

Using lifts instead of escalators

Multi-layer clothing

Keep safe! Trolleys, escalators and baggage reclaim belts can be dangerous.

A wide range of snacks is available to purchase from our food outlets.

TOP TIP

Asking for help at the airport



Help call points

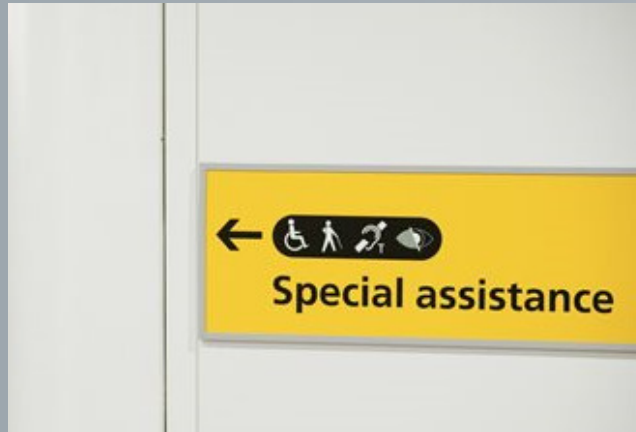
Help Call Points can be found all around Heathrow. The call point could look different than the picture above. A map of Help Call point locations can be found here:

<http://www.heathrow.com/airport-guide/getting-around-heathrow/airport-maps>

Calls made from one of our Help Call points are answered by our Airport Operations Centre. It is just like calling someone on loudspeaker phone. Press the button and wait for someone to answer before speaking.

Other people who can help me

**Can't find help?
Approach an
Airport Worker –
they will be
wearing an ID.**



How to Get Assistance



If you suddenly need help during your journey, there are several things you can do:

- Look for a person wearing the Helping Hand badge.
- Use a Help Call Point
- Speak to anyone wearing an Airport ID who can direct you in the right direction
- Look for a nearby here to help location

Please note that whilst we are passionate about transforming customer service at Heathrow, we are on a journey with our hidden disabilities programme to develop it to suit our passengers. We already have over 1000 colleagues trained to assist you and are working to expand this across our airport.

Information

Here to help locations

Main Building (Before Security)

Level 0, Arrivals hall - Ambassador position at the Information Desk.

Level 3, Check-in - Special Assistance Area Near Zone G

Main Building (After Security)

Level 2/3 – Information Desks and Podiums positioned in various locations throughout Departure Lounge

Level 2 – Lichfield Special Assistance Lounge near Gate A23

Satellite Buildings (B/ C Gates)

B Gates Seating Area – Special Assistance Area near Gate B37

B and C Gates – Patrolling Ambassadors in various areas

Departures journey - Summary

Step-by-step journey planner



1



Check-in and Bag Drop

If you need a boarding pass or if you have a bag to check-in then this can be done in the Terminal 5 Departures Check-in area.

Once you have your boarding pass and have checked in any bags, you should go to North or South security (whichever is nearest to you). There are signs which will tell you which security area is quietest.

If you need additional help then go to the Special Assistance area next to Zone G and ask for help.



2



Prepare for Security

To help you get through security quicker, you should check that your bags do not contain any liquids, sharp objects or other forbidden objects.

Read the "Pre-Security Preparation" section within this guide.

Use the visual prompts and signage before security to remind you of the security rules.



3



Ticket Presentation

Only passengers who have a valid boarding pass are allowed to go beyond this point.

You will need to scan your boarding pass at the automatic gates, or show it to the person on the desk, to go through the barrier.

If you are flying to a UK or Eire destination then you will also need to have your photo taken.

Use the desk that is manned by the officer instead of using the automatic gate.



4



Security Search

All passengers need to go through security search.

This is where you and your belongings are checked to make sure that you are not carrying anything considered to be dangerous.

Read the "Pre-Security Preparation" section within this guide.

Service ambassadors, dressed in purple, can be found in this area, should you need any help.



5



Departure Lounge

There is a lot to see and do in the Departure Lounge and it can get very busy.

You should remain in the main building until you are provided with your departure gate number.

Read the "Departure Lounge Facilities" section within this guide.

The main seating area can get congested. More seating and a quieter café can be found near Gate A4.



6



Departure Gate

The departure gate is the location where you will exit the terminal building to board your aircraft.

There will be plenty of information which will help you to confirm whether you are in the right place.

The airline agent will tell you when it is time to board the aircraft.

If you're feeling anxious then you should ask for help from the airline service agent at your departure gate.





Check-in

Preparing to travel



Before you get to the Airport

Take time to review the security information on the Heathrow website and the baggage section on your airline's website. This will help you to decide whether you need to check-in a bag, or can just take hand baggage.



At the Airport

If you need any help then go to the Special Assistance area next to Zone G and speak to one of the Special Assistance Hosts.



If you have bags to check in:

- Go to a check-in desk in your airline zone and wait to speak to an airline representative
- Bags that are checked-in (hold baggage) will be taken to the aircraft using a series of conveyor belts. They will then be loaded into a special area of the aircraft (baggage hold) reserved just for suitcases and cargo.
- You will be given a receipt which you should keep safe until you have been reunited with your bag at your destination airport.
- The airline representative will print your boarding pass for you.
- Once you have your boarding pass and have checked in any bags that you need to, you should make your way to security. There is a north & south security area. You can use whichever is nearest to you. Occasionally, one might be closed and you will be asked to go to the other security (2- 3 minute walk away).

Self-service check-in machines are also available for some flights.



If you do not have bags to check in:

- If you **did not print your boarding pass at home**, go to a check-in desk in your airline zone and wait to speak to an airline representative.
- They will print your boarding pass for you.
- Once you have this you should make your way to security.
- If you **already have your boarding pass printed and have no bags to drop off** go straight to security when you arrive at the terminal.



Pre-Security Preparation

Preparing to travel



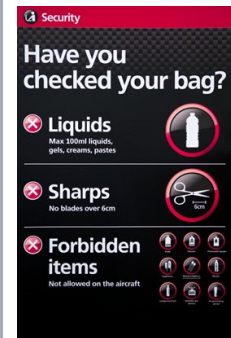
In this area you will find lots of visual prompts to remind you of what you are allowed to take through security. A traffic-light colour coding system (red, amber, green) will help you to decide what action, if any, you need to take.



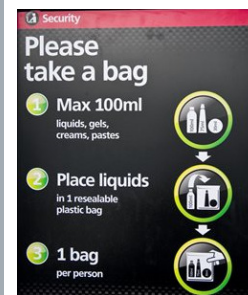
Only passengers who have a boarding pass which is valid for travel are allowed in to the pre-security preparation area.



At this stage in your journey you should only have hand baggage with you. Any hold baggage will have already been given to your airline at bag drop/check-in.



If you have any of the items which are shown as being forbidden through security then you should put them in the bins provided. Forbidden items include sharp items, or liquids over 100ml.



Any liquids, gels, creams or pastes (max 100ml per item) should be placed into one of the re-sealable plastic bags available. You will need to show this bag to an officer when you get to the security search area.

Passenger Service Ambassadors (dressed in a purple uniform) are located in this area to answer any questions you might have.





Ticket Presentation

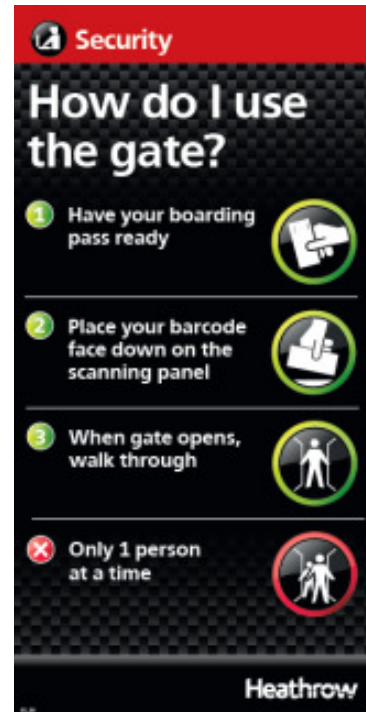
Preparing to travel



At this stage in your journey, checks will be made to make sure you have a valid boarding pass.

The automatic gates will scan your boarding pass to check whether you have a boarding pass which is valid for travel. If you are flying to a UK or Ireland destination then you will also need to have your photo taken at this point (a UK immigration requirement.)

If you are sensitive to flash photography and need to have your photo taken (flying to a UK destination) then please go to the assistance desk instead of using the automatic gate.



If the gate does not automatically open, further instructions will be given to you on the small information screen.

You will be directed by the information on the screen to go and see the officer at the desk who will be able to assist.



The automatic gates are quick and easy to use but there are occasions where you might be unable to use an automatic gate and will need to go to the assistance desk where a security officer will help you.

When to seek assistance?

- If you have no barcode on your boarding pass
- If you are travelling with young children
- If you are aged 16 and under
- If you have trouble using the automatic gate
- If you would prefer to have the checks done by an officer



Security Search

Preparing For

1

2

3

4

5



You are now approaching security search and you should expect to queue.

Security

Are you ready?

Follow these four simple steps to avoid delay.

- 1 Empty contents of pockets into hand baggage or jacket
- 2 Remove jackets and place in tray
- 3 Remove your liquids bag from your hand baggage
- 4 Remove laptops and large electrical items from your hand baggage

Failure to do so will result in a bag or body search and the risk of missing your flight.

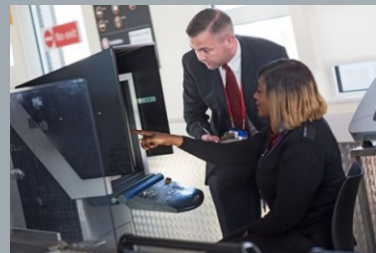
Heathrow



When you reach the front of the security search lane you should put your possessions into the trays provided (remembering to follow the four simple steps on the left). This should be followed by your hand luggage and any other items that we recommend you to remove such as your watch, belt, hat, shoes or other large metal jewellery items.

You can use as many trays as you need.

You will lose sight of your things for a moment while they go through the x-ray.



Any baggage or items placed in the trays will now be x-rayed to check that you have no items that could be considered unsafe on-board an aircraft.

If your baggage/trays pass the security check then they will appear out of the x-ray machine, ready to collect, after you've walked through the archway metal detector.

If your baggage fails the security screening process then it will be put to one side and an officer will need to do further security checks which will include a manual search of your bag. You may have to wait for a while.



Whilst your bag goes through the X-ray machine you will be asked to walk through an archway metal detector.

You should not walk through the archway until the officer calls you forward or makes a hand gesture telling you to approach them.

If the light on the archway flashes green when you walk through and no beep is heard, you can now collect your bag and any other possessions that you were separated from.

If your bag has been put aside to be searched you will have to wait until it has been returned to you.



If the archway metal detector beeps and flashes a red light when you walk through it, then an officer will need to do further security checks.

The officer will ask you to stand with your arms and legs apart while they gently pat your clothing. They will use a hand metal detector to check that you have not got any sharp items or weapons on you.

You might also be asked to go through a body scanner. See glossary for further information.



Departure Lounges

Preparing For



Main Departures Lounge (A Gates)



Departures Lounge (B Gates)



Departures Lounge (C Gates)

With so much to see and do in the terminal it's important that you remember to get to your departure gate on time.

Information screens show exactly when and where in the terminal your flight will depart from. You can also check the Heathrow app to get this information (see the flight information section in this guide).



In the main departures lounge you will find lots of shops, restaurants and facilities. You will also find all of the **A** Departure Gates.

The two smaller Terminal 5 buildings (**B Gates and C Gates**) are much quieter than the main building. A small selection of cafes, restaurants and shops can be found in both buildings. However in comparison to the main building there are far fewer facilities on offer.

More information on all of the facilities on offer within Terminal 5, including maps, can be found on the Heathrow website, on our app, or displayed at key information points around the building.



You should stay in the main building (A gates) unless your flight is shown on the flight information screens as departing from B or C gates. This information is usually provided 2 hours prior to your departure time.



Departure Lounge Facilities

Preparing to travel



Quiet Area

There is a Quiet Seating Area located near Gate A13.

Here you will find recliner chairs with power points and a great view of the airfield.

There is no charge to use this facility.



Lichfield Suite

The Lichfield Suite, located near Gate A20, is the main Special Assistance area within the terminal and can get very busy.

This facility includes a changing place with adult changing table, hoist and shower.



Soft Play Area

For younger passengers there is a Soft Play Area located near Gate A7.

The area is open from 6.00am – 9.00pm for children aged up to 9 years (height restrictions apply)

Around this area you will also find comfortable sofa type seating for families.

There is no charge to use this facility.

Children will need to wear socks.



Aspire Lounge and Spa

Located near Gate A18, the Aspire Lounge and Spa is an independent facility (open to all passengers). It offers a quiet place to rest and relax. There is a time limit on how long you can stay and a charge to use the lounge.

For more details or to make a booking see our website: <http://www.heathrow.com/air-port-guide/terminal-facilities-and-services/lounges>



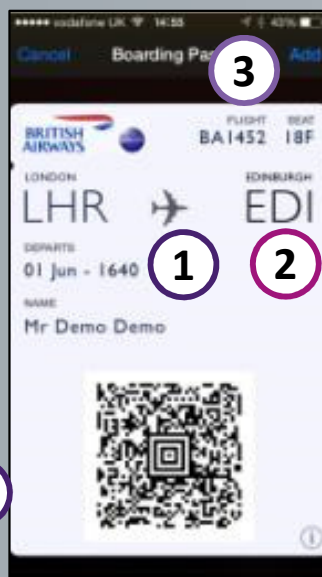
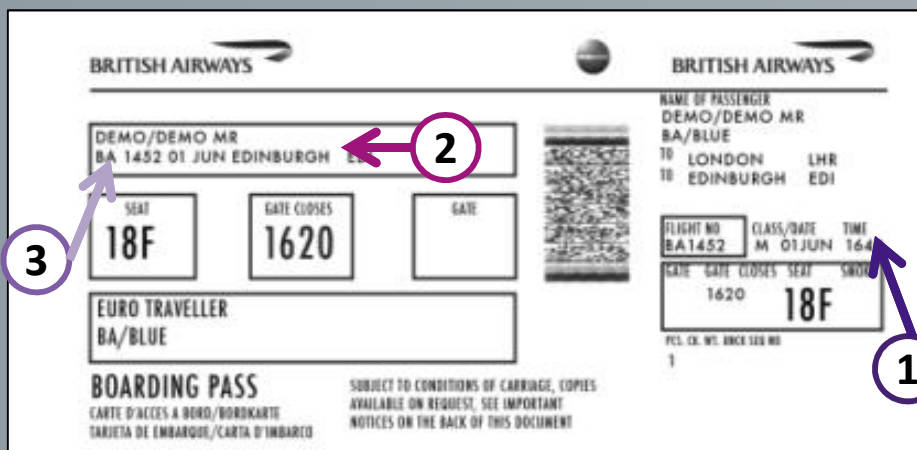
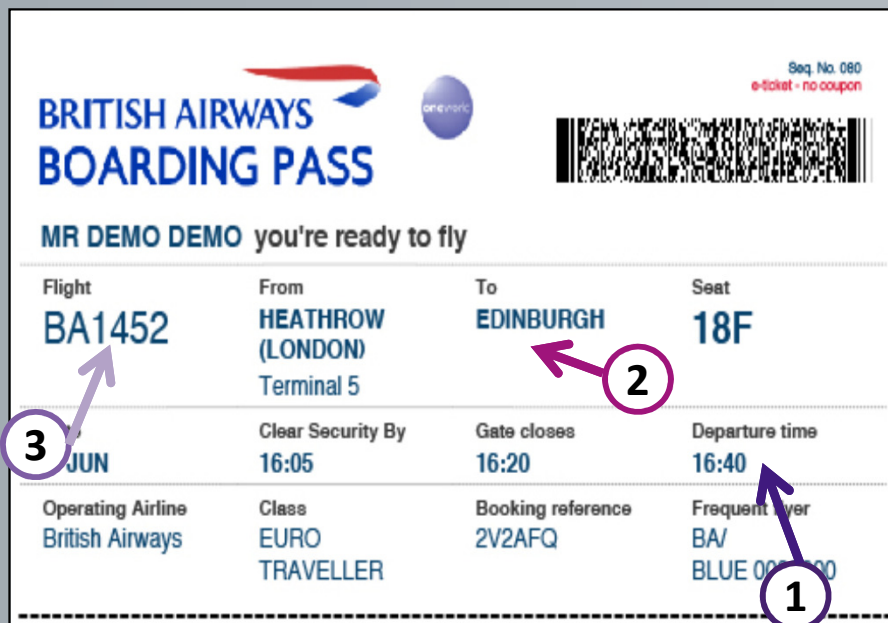
Flight Information

Preparing to travel

Your Flight Information

Whatever type of boarding pass you have, you only need to know where to find 3 important pieces of information to help you use the information screens and find your departure gate.

- 1 Departure Time
- 2 Destination
- 3 Flight Number



You can use this information to find your departure gate on our flight information screens. Their display looks like this:

Time	Destination	Flight	Status	Gate
16.30	Beijing	BA039	Flight closing	C62
16.30	Baltimore	BA229	Flight closing	B48
16.40	Belfast City	BA1418	Please wait	
16.40	Edinburgh	BA1452	Boarding	A2
16.40	Tel Aviv	BA167	Boarding	B42
16.40	Boston	BA203	Flight closing	B35



Flight Information

Preparing to travel

Find your flight on the information screens

			Gate
16.30	Beijing	BA039	Flight closing C62
16.30	Baltimore	BA229	Flight closing B48
16.40	Belfast City	BA1418	Please wait
16.40	Edinburgh	BA1452	Boarding A2
16.40	Tel Aviv	BA167	Boarding B42
16.40	Boston	BA203	Flight closing B35

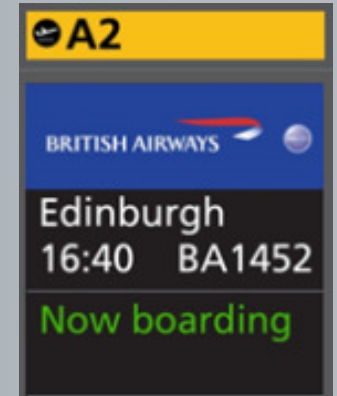
Use the information screens to find out where your flight will depart from

			Gate
16.30	Beijing	BA039	Flight closing C62
16.30	Baltimore	BA229	Flight closing B48
16.40	Belfast City	BA1418	Please wait
16.40	Edinburgh	BA1452	Boarding A2
16.40	Tel Aviv	BA167	Boarding B42
16.40	Boston	BA203	Flight closing B35
16.45	Bergen	IB4765	Go to Gate A20
16.50	Madrid	BA464	Go to Gate A11
17:00	Toronto	AY5999	Closes at 16:40 A10
17:05	Newark	BA189	Go to Gate B39
17:05	Las Palmas	BA536	Go to Gate A13
Operated by Iberia Express			
17:15	Vancouver	BA085	Delayed to 18:25
17:15	Madrid	IB3171	Go to Gate C62
Operated by Iberia			
17:25	Dublin	JL7825	Will depart A gates
17:25	Munich	BA956	Go to Gate B46
17:30	Chengdu	BA089	Go to Gate B32
17:45	Cairo	BA155	Closes at 17:25 B42
17:50	Istanbul	BA680	Delayed to 18:20
18:00	Boston	AY5415	Will depart B gates
18:05	Vancouver	BA089	Will depart B gates
18:12	Dublin	BA155	Go to Gate A2
18:15	Munich	BA680	Will depart B gates

Follow the signs to find your departure gate



Confirm you are at the correct gate



What you can expect to know and when.

2 hours or more

At this time any information about which gate your flight may depart from could change. Check the screen regularly for any updates.

1-2 hours

At this time you should know whether your flight will depart from A, B or C gates. You are most likely to see the **WILL DEPART, [A] GATES** message for your flight. This tells you which building your flight will depart from.

45-60 minutes

You should definitely know whether your flight is departing from A, B or C gates and you should have a specific gate number. You are most likely to see the **GO TO GATE [A2]** message of your flight.

30-40 minutes

You should have a specific gate number by this time and be at, or on your way to your departure gate. You are most likely to see a **BOARDING [A2]** message.

Listed below are some of the messages you may see on the information screen and the actions you will need to take.

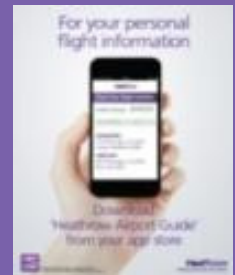
GATE SHOWN Your gate number is not yet known. The screen will tell you at which time your gate will be shown.

BOARDING Your flight is close to departing – go to the gate number which is shown in orange.

FLIGHT CLOSING Your flight is very close to departing – go immediately to the gate number which is shown.

DELAYED TO or PLEASE WAIT Your flight has been or is likely to be delayed. You should seek further information from your airline or ask for help.

Some flights have multiple flight numbers and therefore you will see this information scroll. This does not mean your flight number has changed or that you are flying on a different airline.



Download 'Heathrow Airport Guide' from your app store and store your personal flight details. The app will then provide you with regular status updates on your flight including latest departure time and call to gate information.



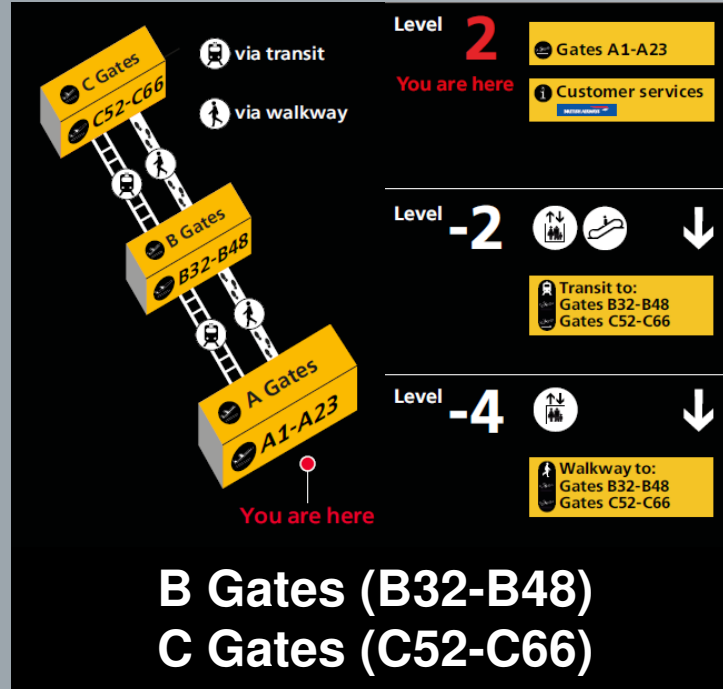
Finding your Departure Gate



A Gates (A1-A23)

If your flight is shown as departing from A gates (A1-A23) then look for the yellow signs to help you find your specific gate.

If your flight is shown as departing from gate A4 or A10 then you will need to follow the signs to this area and then take the escalator or lift down to level 0 where a bus will take you to your aircraft when it is ready for boarding.



If your flight is shown as departing from a B gate (B32-B48) or a C gate (C52-C66) then you should follow the signs which will take you to the lifts to the transit train .

Preparing to travel

You can get to B and C gates by walking (go via lift to the walkway, level -4) or you can use the transit train (go via lift to transit, level -2)

If you walk, it will take you about 5-10 minutes to get to B Gates and 10-15 minutes to get to C gates. The transit train is slightly quicker but can get very busy.

The transit train makes two stops. The first stop is for B Gates (B32-B48) and the second and final stop is for C Gates (C52-C66). You do not need to buy a ticket to use the train – it is free.

When you leave the train you should follow the signs for your departure gate (lifts or escalator up to Level 2)

What to expect on your journey to B or C Gates.



Lifts to Transit Train



Transit Train Platform



Walkway

Electric Buggies are used to help passengers who can't walk very far. You may see them in the walkway or around the gates. They make a beeping noise so you know they are coming.

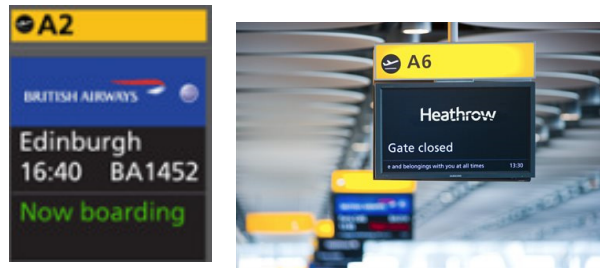




Boarding the Aircraft

Preparing to travel

All of the departure gates have clear signs to help you confirm that you are in the right place.



If you are in the right place then there should be an airline representative at the desk and the screen should show your flight number.

If the screen at the Gate does not show your flight you might be in the wrong place. You should check the Flight Information screens to make sure you have the correct gate or ask for help at the Airline Customer Service desk.



Once you have confirmed that you are at the right location you should take a seat and wait for further instructions.

You should use this time to get your passport and boarding pass out (as you will need to show these documents). You should also check your boarding pass to find where you will be seated, as many airlines will ask passengers to board the aircraft by seat row order. Your seat number is shown on your boarding pass. The number tells you which row and the letter is the specific seat number. For instance:

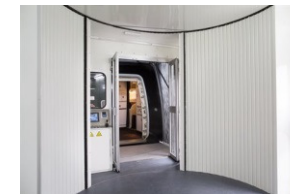
Row 18
Seat F



The airline representative will make the announcement telling you that they are ready to board the aircraft and will ask passengers

seated in certain rows to come forward to the desk to start boarding.

Your boarding pass and passport will be checked (if your flight is to a UK destination they will take your photo again to match it with the one taken earlier).



When the checks are complete you will be allowed to pass the desk to walk down the air

bridge (pictured above) and onto the aircraft. Here you will be met by the airline cabin crew who will help you find your seat and give you instructions on where to put your bags.



If you think you might struggle with this part of the journey please speak to the airline representative when you arrive at the gate as many will allow passengers with autism to pre-board (get on the aircraft first).

Heathrow Website

<http://www.heathrowairport.com/>

British Airways

<http://www.britishairways.com>

Iberia

<http://www.iberia.com>

Heathrow Express

<https://www.heathrowexpress.com/>

Transport for London

<https://tfl.gov.uk/>

National Express

<http://www.nationalexpress.com/>

Civil Aviation Authority

<http://www.caa.co.uk/>

VAT Refunds

<https://www.gov.uk/government/publications/vat-notice-7041-tax-free-shopping-in-the-uk>

The National Autistic Society

<http://www.autism.org.uk/about/family-life/holidays-trips/preparation.aspx>

Checklist

Preparation checklist

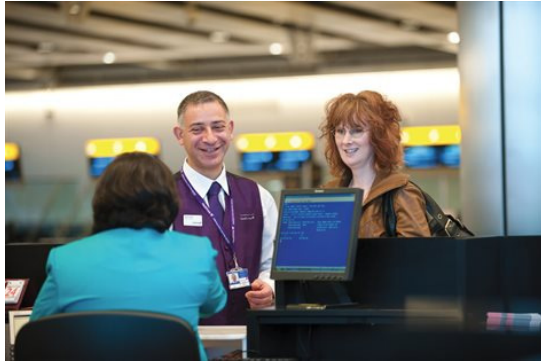
- I know how to find my way around Heathrow
- I have a plan to avoid sensory overload
- I can use the step-by-step journey guide to help me prepare
- I know what to do at each stage of my journey
- I know how to read my boarding pass
- I know how to use the flight information screens
- I know where to ask for help on the day if I need

I still have questions about

I'm still worried about

Contact us

If you have any further questions or concerns please email:
assistanceguide@heathrow.com



Check-in/Bag-drop

Checking in is the process that passengers go through when they arrive at an airport. At check-in, you tell your airline that you have arrived. The airline gives you a boarding pass that entitles you to travel through the airport to your aircraft. At Heathrow you can check in at the airline check-in desks or use the self-service check-in machines. Some people check in online before they leave home. If you have baggage which you need to check in, you will drop it off here.



Boarding pass

A boarding pass is a document that entitles a passenger to a seat on their aircraft. The ticket you have booked with your airline is digitally transformed into a boarding pass, allowing you access onto the aircraft. Some passengers pick up their boarding passes when they check in at the airport. Passengers who check in online usually print out their boarding passes at home. Some passengers do not print their passes, but use digital boarding passes on their mobile phones. Every passenger needs a boarding pass to get through security at Heathrow.



Airline

An airline is a commercial organisation that flies passengers by aircraft from one airport to another. When you book a flight, you book it with an airline. When you pay, your airline gives you a ticket. Airlines that fly from Heathrow have their own staff and check-in desks at the airport. In terminal 5 you will only find the airlines British Airways and Iberia.



Information screens

Information screens provide up-to-date information on all flights from Heathrow. There are information screens in every part of the airport so you can check on your flight whenever you want. Look on the screen for your flight number. When it's time to make your way to the departure gate, the screen will show you the gate number for your flight and the time for boarding your aircraft.



Body Scanner

A body scanner is a tool that security officers use to check passengers for items that could be dangerous on an aircraft. The scanner is a cubicle with glass sides. It looks a bit like a round telephone box. If you are asked to step into the scanner, someone will show you where to go. Inside you will see signs that show you where to stand. The process is quick. A scan takes less than 30 seconds. Nothing will touch you. The scanner is a good way to avoid a more intrusive search. However, if the scanner detects anything unusual, someone will still have to search the area of your body identified by the scanner.



Archway Metal Detector

An archway metal detector is another tool that security officers use to check that passengers do not have any forbidden items on them (such as sharp, metal items). The archway is a bit like a door frame and there is plenty of space for you to walk through it. If it beeps, you will have to be searched by a security officer. They will always ask your permission before touching you, and have been trained to be as non-intrusive as possible, whilst keeping our airport safe. All passengers have to pass through the Archway Metal Detector, except for those who are physically unable, who will have a body search by an officer.



Transit Train

Transit trains carry passengers between the main Terminal 5 building and its two smaller terminal buildings – satellite buildings. Transit trains run automatically between the three terminal buildings. The main part of Terminal 5 is called Terminal 5A; the two smaller buildings are called Terminal 5B and Terminal 5C. It is quicker to take the transit than to walk to Terminal 5B or C, but it can get busy.



Departure Gate/Gate

Gate and departure gate are two names for the same thing. The gate for your flight is the part of the airport terminal where you board your aircraft. Every gate has its own reference code. The code for your gate will begin with a letter: A, B or C. The letter tells you which part of Terminal 5 contains your gate: Terminal 5A, Terminal 5B or Terminal 5C. The number that follows identifies the particular gate that you must go to. For instance Gate B37 means Terminal 5B, Gate 37.



Special Assistance Area

There are several Special Assistance Areas in terminal 5. This is where passengers go if they require assistance, or are passengers with reduced mobility. Our supplier will provide them with assistance, and if necessary push them in a wheelchair. The Special Assistance Areas can have long waiting times and can be busy, but the agents are always there to help should you feel like you need some assistance – see page 6 of this guide to find out where they are located.



Airbridge/Jetty

An airbridge or a jetty is a moveable bridge which is placed against an aircraft door to allow passengers to board or disembark. They are covered passageways which connect the terminal building to the aircraft. They are sometimes quite narrow and do not have any windows. If your aircraft is not parked at a gate with an airbridge, you will be taken by bus to your plane.



Immigration

Immigration checks are used throughout the departures and arrivals journey to protect our border and control who enters and leaves the UK. The only time you will have to go through Immigration checks when departing, is if you are flying to a UK or Ireland destination. Security officers will “capture your biometrics” – this means they will take your photo when you show your boarding pass to go through security, and will then take the photo again when you board the aircraft. This is to ensure that the right person is boarding the aircraft and you have not swapped your boarding pass with anyone.



Satellite Buildings

A satellite building is a smaller building detached from the main terminal. Terminal 5 has two satellite buildings – Terminal 5B and Terminal 5C. These buildings are generally much quieter, but they also have fewer facilities, shops or restaurants. You should only go to the satellite building if the information screen says that your flight will be departing from one. You can get to the satellite buildings by following the signs to B or C gates and taking the transit train, or by using the walkway.